

Employment Details



AKBAR ALI.

Contact: +966581289287/0509744008

Email: akbaralikoppa@gmail.com

<https://www.linkedin.com/in/akbar-ali-18439921>

Career Objective:

Seeking a position to utilize my skills and abilities in the Hospitality Industry to support professional growth and achieve financial-Target with the team's Motivates and empowers staff to solve guest issues.

I am resourceful, innovative and flexible"

Since 2006 -2020 employee Of Hilton Hotel & Resorts.
Jed-Hilton/Jed WA/Riyadh Hilton. KSA

Personal Snippets:

Marital status - Married.

Nationality - Indian.

Permanent address:

Akbar Ali
SAIRADHA NEST Apartment
Kunjibettu, UDUPI.
Pin- 576102 Karnataka India.
Residence [+91-9741800823](tel:+91-9741800823)(INDIA)

Leadership Roles in Food & Beverage Business Operations. Restaurant Management / Profit Centre Operations / Training & Consultancy with an Organisation of repute in the Hotel, Hospitality sector.

PROFESSIONAL OVERVIEW: Offering **20+years** of rich experience in strategic planning, business operations, profit center operations, new business set-ups, liaison & negotiation, resource management and training & development in the Hotel/ Hospitality sector.

Was associated with Waldorf Astoria & Jeddah Hilton -Riyadh Hilton, Food & Beverage Outlet C&E In room Dine Manager

Strong acumen in spearheading the entire business & profit center operations with key focus on overall business profitability by ensuring optimal utilization of resources.

Track record of establishing new business set-ups/ units, right from the scratch, for revenue enhancement. Expertise in liaising & co-ordinating with various government departments & regulatory bodies to get licenses/ approvals on various statutory matters.

Adept at building & developing alliances with key clients, decision-makers, and business partners. An enterprising leader with abilities in leading multi-skilled large teams to achieve organisational goals / objectives by the use of the industry best practices

Business Planning	Profit Centre Operations.	Strategic & Tactical Planning
Operations. Management	Budgeting/ Cost Control.	Hotel/ Restaurant Management
Consultancy – Hospitality.	People Management	New Business Set-ups/ Tie-ups.
F&B Operations.		Conference & Events Planning.

FB Operation Manager.

ERM INTERNATIONAL TREADING COMPANY. ALKHOBAR
CHAIN CAFÉ , FRENCHAISE RESTAURANT LEADING ORGANIZATION SAUDI ARABIA.
(2021 OCT Present)

Pre-Opening, Establishing café & Restaurants, floor Plan supportive.

Leadership in a departments outlets branches coordinate managers supporting. Oversee accounts payable and accounts receivable departments. finance and IT to human resources and accounts payable and coordinate. Hire, and train employees, manage quality assurance programs, strategize process improvements.

Ultimately responsible for maintaining and increasing the efficiency of a business revenue action plan preparation.

Menu Engineering generating local trends and seasonal wise.

Outside business development expending source find creating proposal.

Maintain constant communication with management, staff, and vendors to ensure proper operations of the organization.

Develop, implement, and maintain quality assurance protocols.

Grow the efficiency of existing organizational processes and procedures to enhance and sustain the organization's internal capacity.

Actively pursue strategic and operational objectives

Operational activities remain on time and within a defined budget.

Track staffing requirements, hiring new employees as needs.

Academic Details

Certifications:

- ✓ REV-MAX, 2009
- ✓ HACCP Implementation & Verification, 2009
- ✓ Train The Departmental Trainer, 2011.
- ✓ Train The Group Trainer, 2013
- ✓ Food & Beverage Hilton Brand Service Standards
- ✓ Restaurant Hilton Brand Service Standards
- ✓ Bar & Lounge Hilton Brand Standards Service.
- ✓ Enhanced Honors Hotel Procedures
- ✓ Banqueting Hilton Brand Service Standards
- ✓ All Business Development Hilton Brand Service Standards
- ✓ Meetings & Business Centre Hilton Brand Service
- ✓ Room Service Hilton Brand Service Standards.
- ✓ Room Service Hilton Brand Service Standards.
- ✓ Hilton Pricing – Introduction
- ✓ Introduction to Financial Statements
- ✓ Income Statement
- ✓ The Budgeting Process
- ✓ Context and Purpose of Budgeting,
- ✓ Managing for Rapid Change & Uncertainty.
- ✓ Leadership and Change.
- ✓ Improving your Image.
- ✓ Dynamics of Leadership.
- ✓ Leadership Communication Skills.
- ✓ The Model Leader.
- ✓ Coaching Performance.
- ✓ Customer Focused Selling.
- ✓ Behavior Based Interviewing Executive.
- ✓ Floor Hilton Brand Service Standards.
- ✓ Journey Ambassador Training.
- ✓ Waldorf Astoria brand Service.
- ✓ Catering Progress Report (DMPE Hotels).

Over all 180 online courses completed belongs to Hospitality of Front office, F&B service& catering, Housekeeping, Sales and marketing, finance.

Outlets Operation Manager.

Pre-Opening At L'atelier Gourmand de Filwa. (Joined as a ITALIAN Rest. Mgr.) (2020 Sept-2021Oct)

Internal 5 outlets Operation Handling FLIWA café shop, Bergamo Italian Steak house casual dine, Monaco Luxury lounge, Lassiat French Dining, Filwa Chocolate gallery.

Pre –opening Established under My leadership five internal concepts Italian restaurant Breakfast café restaurants, lounge handling operation daily basic. Maximum generating revenue, happy to return guest. Social networking is connecting with guests. Floor level Establishing restaurants & floor level teams training. Creating a budget forecast YTD wise. “Thinking out of the box” brings new service values.

Wastage controlling Reduce the cost maximum way brings a solution. Owner smile, creating long lust Business.

Additional Skills: Strong managerial, organization and communication skills along with a Professional and friendly demeanor. Ability to perform medium to hard manual labor, be mobile and able to perform kneeling and reaching motions.

Pre-Opening RIYADH HILTON & RESIDENCE– FB Conference & Events Assistant - Manager. Sept 2018-Sept.2020.

One of the largest Ballroom MEA, Appx 41000Sq Mtr, Including 12 Meetings Room Leading Conference & Events Dept. Professional progressive Proven Leadership with Experience-in a flawless offering service to guest.

Pre-opening HOTELS experience, In-Room dine, Restaurant, C&E department Budget wise establishing skills.

Assisting Hotel management Teams during daily Basic, daily basic Updating upcoming Meetings and events

Advanced planning/organization skills, set maintain High standard of service. Culinary experience & outstanding setups contributes to overall success event Initiative Enforces the service standards for all banquet events, meetings, and related operations.

Being fully responsible for the end-to-end process, by directly or indirectly Communication skills, responsible for the timely execution and Service for all Member Events and Banquet.

Inspecting and performing quality Checks for every event prior to the to the Scheduled start time of the event. responsible for the supervision of the Banquet Teams to ensure all functions Are set up in Accordance with the BEO and banquet set up standards, and ready for use in a timely manner.

Presenting graphic wise Creating Modernity table's layout in ballroom events setup. managing Teams professional and modern values wise training supporting during the C&E operation

Persistently assuring high levels food, safety hygiene & sanitation standard with security wise local (HACCP) rules regulation following,

Regularly inspects all front and back of the house service areas and equipment to assure that Sanitation, safety, energy management, preventative maintenance, and other standards are met.

Responsible for the monthly inventory of all banquet service equipment, linens and supplies to meet required needs. enforces the service standards for all banquets. events, meetings, and related operations including innovative and creative food and beverage/bar displays. Accepts member/guest complaints handling.

Pre – University course Business study in government of Karnataka. (G.J.C)
 Karnataka-Higher Secondary Education Examination Board.
 Computer course from M.I.T.
 Hilton University online course.

Feathers in Cap:

- Awarded best employee of the year 2001 Shabari groups of hotels.
- Awarded Outstanding Team Leader of the year 2005 Shabari group hotels.
- Certified for first pre –Opening MEA Teams Member Waldorf Astoria brand Implementation Jeddah2006.
- Star bond of the month February 2007 Waldorf Astoria Jeddah
- Certification outstanding performance Jeddah Economic forum 2007.
- Up selling internal restaurant beverage compactions 1st PRICE awarded 2007.
- Employee of the month 2007 Waldorf Astoria Jeddah.
- Star bond of the month January 2008.
- Awarded Best Employee of the Month SEPT 2009.
- Awarded best Employee of the month in July 2010.
- Recognition Waldorf Astoria Brand Team Awarded challenge gold coin
- Recognition of 10 year of service2016 by Christ Nesstha President of Hilton worldwide.
- CONNIE 2013 Honor Awarded By Hilton Worldwide.
- Leadership wise Ginger Leaf Restaurant Trip Advisor Spotted No#1 Rank place 2018 May awarded.
- Certified for pre –opening Team of Riyadh Hilton &Residences 2018 Dec.
- Certified of Recognition Hard work with commitment Passion & Support Team Leader2019 Feb.
- Certified of Recognition Star of the month April 2019.
- Certified of Recognition Hotel Team Leader of Month April 2019.
- G20- Japan & Saudi Arabia successful Managed under Leadership awarded.

JEDDAH HILTON–Active Restaurant Manager (2016-2018 MAY).

Manhattan American sports Dine

Passionate leadership with Experience, reporting F&B Department head daily basic, by directly or indirectly communication.

Managing full restaurant operation HACCP safety wise with local rules regulation, according to brand standard Hilton Experience a PLUS property to stay engaged Quality, Integrity, Community, Profitability, a culture valued Associate **First policy is a way of life.**

Training and developing team members also commended overall processing documents.

Reducing cost by maintaining stock and wastage control. Communicating with the guests and management to exceed guest expectation.

Doing Build-lasting business relationship with internal and external guest.

Internal Outlet budget forecast revenue creating also following to achieving YTD

JEDDAH HILTON– Head Waiter Vienna café’ (2013- 2016).

280 COVERS coffee shop.

Training and developing team members. Provides a safe working environment, creating new beverages

Organizing duty schedule and daily briefings. Shift In charge during the absence of manager.

Handel guests complain and find suitable solution to avoid the same.

Upcoming outlet or room service promotions following all kinds of take Ownership responsibility to smoothly complete the task, department has accurate and complete inventory, and all supplies are maintained.

Out of the Box Thinker with Excellent Customer Service/Recovery Skills.

Qasr Al Sharq The Waldorf +Astoria= COLLECTION Jeddah. Senior Butler-Team Leader.

INROOM-DINE -FRONT OFFICE -Suites’ Butler Service (2010- 2013)

Executing smooth and confident Pre arrival process check in and checkout for the guests for single point of butler service. Pre- arrange all special requirements of to VIP and confidential guests.

Manage and maintain 24 hrs. one-point contact service to the guests. Training and developing Butler’s & team members. Creating suitable and innovative ways to exceed guest’s expectation.

Organizing duty schedule and daily briefings. **Shift in charge** wise during the absence of **Head Butler Leading Operations** .

Reducing cost by maintaining stock and wastage control. Handel guests complain and find suitable solution to avoid the same. Promoting property products to all our guests. Co-coordinating with communication and following department of Front office, Housekeeping, Engineering also Laundry upon guest request.

During Leadership wise 2012-2013 one-year (12month) SALT score Guest satisfaction overall Service, Standby NO-#1Ranking Place among Waldorf Astoria Brand, Hilton Worldwide hotels.

Working Strength

Customer:-Service: FB managers have to interact with customers. Being friendly and courteous .

Attention to Detail: Department have to keep their eyes on a lot of elements: food standards, costs, safety, etc.

Leadership: must be leaders, rallying their team during big events, resolving conflicts, and getting the job done.

Management Skills: preplan to work any task deal with service & outlets operation ,have to deal with costs, pricing, creating work schedules and more.

Problem-Solving Skills:

take ownership empowerment
Dealing with employee conflict & customers and wrong orders is part maximum satisfaction wise deal and solving issues also take feedback

Being Skills: accurately and easily communicate standards and cooking methods to staff, give orders able to come up with a solution quickly is a needed skill. Speaking and speak with customers clearly Direct or indirect Communication .

Stamina: Banquet captains can expect long days around hot cooking elements, much of it on their feet.

Hobbies: Travelling, volleyball, Reading Magazine, Creativity, Helpful human beings,

Languages: English-Arabic-Hindi-Urdu, + south Asian languages understand speaking as well communicating strongly

Legal Work Permit details:

IQAMA : Transferable 2022-year end validity.

PASSPORT DETAILS:

Issued place : JEDDAH-KSA

EXPIRE DATE : 2026

NUMBER : N2892340

Qasr Al Sharq The Waldorf +Astoria= COLLECTION Jeddah.

Butler Service (2008- 2010)

Setting up butler service trollies as per Waldorf Astoria standard.

Check the trollies for proper function and standard.

Organizing weekly inventory for operating equipment's for smooth operation.

Taking orders of food and beverage.

Use every opportunity to up sell the products to maximize revenue.

Properly handle the billing process in butler service.

Providing quality training to the junior staff as per the required Hilton/WA Room service.

Pre-Opening Team's Waldorf Astoria (2006-2018) Jeddah–

Captain Waiter

BiCE - Italian Restaurant (2006- 2008)Following sequence of service as per

BiCE1926 - Italian Franchise Restaurant Fine dining Groups.

Monitoring Setup tables with clean dishes, glasses and flatware

Serve all food and beverage with vision to exceed guest expectation.

Follow sequence of service as per Waldorf Astoria standard.

Introduce customers to the menu and announces daily or seasonal menu specials

Answer questions about menu items, ingredients, and allergens.

Take guests order for food and drink by writing them on KOT, entering them into micros.

Prepare and serve wines, mocktails, fresh juice and other beverages from the menu.

Process cash and credit card payments.

Meets with manager, supervisor, and kitchen team regularly in order to learn about menu changes and special of the day and any special needs for the guests.

Gal far Co LLC Muscat - Oman, Company chairman palace

Palace F&B Executive Host (2002-2004)

Receiving all the guests. Ensuring an excellent first impression.

Responsible for maintaining the standard of service

Controlling cost by optimum utilization of products and resources maintenance of equipment keep track of inventory.

Efficiently ascertaining & ensuring smooth operations in all side maintaining professional image, including proper uniforms and appearance standards of the staffs.

Starting Hospitality as Waiter Shabari groups of hotels private Ltd– Head office Mumbai. India/ U.A.E

Banquet Sr.Captain(1998-2006march) pre-opening Fine Dinning

PENINSULA, PENINSULA NEXT, AVENUE INTERNATIONAL, CASCADE, PENINSULA GRAND 4*

Pre-opening team member in four fine dining chain Restaurants.

Receiving all the guest excellent first impression.

Work directly with the event coordinators or hosts and are in charge of addressing and fixing any questions or concerns that come up before or during service. After service. often give the event bill of services.

Reference:

Mr. Srineevasan.Kambrath C&E Director Riyadh Hilton& Residence

Email: Srineevasan.Kambrath@hilton.com

MR.Orial Marquez- GM Hilton Bali Email- orial.maerquz.hilton.com.

William Jose Executive Chef Filwa, Email- William.jose@alfalehksa.com.